

Frequently Asked Questions

This area will be updated often with questions received into the helpdesk by MEMSIS users. Please be sure and check back at this location from time to time for answers to problems you may encounter in MEMSIS. If you have a problem with MEMSIS and you can't locate the solution here, contact the helpdesk at 1-800-957-5262.

When should I submit my data to the state?

You can transmit your data to the state as often as you would like. Some services are transmitting daily, some weekly and some once a month. Ambulance services are required to submit all runs for a month by the seventh of the following month. Ambulance services that are transmitting more frequently do so primarily to verify that their personnel are currently certified. Instead of getting twenty or more runs rejected for invalid employees they only get a day or weeks worth of violations back so they can fix the employee certification problem.

In training we were told that we would be able to check the status of certifications for individuals working for our service, but that link on the intranet does not work.

We are working to provide the link for users to be able to check on certifications of employees, status of vehicle permits, and downloading inspection forms. We hope to have them complete in the very near future. You can check on a persons certification by calling 601-576-7380 and asking for certification. You can check the status of a vehicle permit by contacting your

inspector at the same number or asking for Scotty Tapscott if your inspector is not available. You may also find E-Mail addresses for your inspector and certification personnel on this site in the directory section.

In training we were advised that most all the errors that could be made in the software would be caught by the software, yet we still have some errors on our report.

Errors are broken down into two categories on the error report. First are errors that you can fix. Secondly are errors that we are advising you that you had that generated a complaint against your service. You can NOT fix the second type of errors for the runs you have submitted. You can fix the table entries that caused the problem if the error was because of a data entry problem with setting up your tables. The first types of errors will decrease to none as time goes on. We have designed the software to catch the majority of errors during your input of the patient data. But with over 200 error checks already in place, some errors are still getting through the MEMSIS client. We are compiling these errors and as new releases of the software are put on the updates part of this site, your software will be updated to keep these errors out. It is important that you check the updates section from time to time to make sure your software is at the latest version. In coming months we will automatically update your software when you submit your data, to the most current version.

My error report says that some of the drivers and EMT's that were on reports I submitted are invalid, but when I call to check your certification department says they are current.

We have found that when people are entered in using the configuration tab

some are putting in just the persons certification number (ie. 123456789). The number should be put in using the dashes (ie. 123-45-6789). There is nothing you can do to fix errors already submitted and the inspector/investigator assigned to your service will take the complaints on people that do not have dashes and send them back to the data section to be fixed. You can fix the problem for future reports by going into configuration and then the employees tab, select the appropriate employee on the left then re-enter the certification number using dashes. A mask with dashes will be coming out with our next version of the client that will not allow you to put in an employees number without dashes.

My error report says that some of the vehicles that were on reports I submitted are invalid, but when I call my inspector he says the vehicle is good.

We have found that when people entered the state identifier for a vehicle using the configuration tab some are putting in all seven digits off the permit card. The first three numbers are your license number, and not used by our system. You should only be using the last four digits which represents the state vehicle permit number. There is nothing you can do to *fix* errors already submitted and the inspector/investigator assigned to your service will take the complaints on vehicles that have seven digits and send them back to the data section to be fixed. You can fix the problem for future reports by going into configuration and then the vehicles tab, select the appropriate vehicle on the left then re-enter the four digit vehicle permit number. A *edit* check will be coming out with our next version of the client that will not allow you to put in more than four digits.

Where do I put IV's in the new MEMSIS client?

IV's are now called vascular access in the MEMSIS client and are found in the procedures section. When you enter vascular access peripheral for example you should notice that the software will also request, type of fluid, number of lines, and rate. If when you enter vascular access peripheral the software does not ask for fluid type, number of lines and rate your software needs to be updated. You should go to the update section of this site and update to the latest version. If you have problems getting the software updated, please call the helpdesk.

I want reports different from what was put into MEMSIS how do I get them?

MEMSIS client uses Seagate Crystal Reporter version 7.0 or better. If you are proficient in Crystal Reporter, feel free to make any reports you would like. The helpdesk can help with any questions you may have. If you don't have or can't use Crystal Reporter you may call the helpdesk and request a report or send an E-Mail to jcraig@msdh.state.ms.us requesting the report, be certain to include the time period you want the report for and all data you want to be displayed. We will try and turn your request around in a week but because of volume and length of reports it could take longer. As we find reports that are commonly requested we will add them to the MEMSIS client for you as a standard report.

How do I check and see if my software is the most current version? Of

course you can call the helpdesk for assistance but when MEMSIS is open

and on the first screen you will notice the health department logo in the upper left hand corner of the box (the little logo). Place the cursor (arrow in most cases) on the little logo and right click, a menu will open, click on About MEMSIS. Your current version will display in the box. Verify on the updates page of this site whether a newer version exists. If so, update your software.

How secure is my data?

You should have a planned back up solution and use it. We hate to receive calls that a computer has died and all the data went with it. It's a no-win - nowin situation. A great deal of effort is done by you and/or employees to put all the data into your system, you should back it up daily. If you need help developing a backup solution or upgrading your current backup solution the helpdesk will be glad to help.

How do I know if you received all my patient reports that I sent?

We check the number of reports you send each month with the number you sent last year for the same month. If there is a large discrepancy we will contact you to see what the problem is. We will be changing the transmission/error report in the near future to indicate how many reports we have received so that you will know how many were processed.

I correct my error and resend my report but the transmit window shows less reports than I know I was sending.

When you send the data the first time a window pops up asking if you want to

mark all these runs as sent to the state. When you say yes (which is appropriate) all the forms you sent are marked sent to the state. The solution is that whenever you correct a form you must go to the "account" tab of that form and place a check back in the box beside "Transmit to State". When you go through the transmit process the next time the form can be selected. Remember that while on the transmit screen, when you enter the date ranges to search for reports to submit you should enter a date previous to any "old" or "corrected" forms you wish to re-transmit. A tip is that whenever you select a date range the first date should be six months prior to today's date so that any forms you have marked to Transmit to State will be included.

I get an error message on my error report that says "duplicate report not allowed" or "run already on file with the state".

This error means that the form you are trying to submit is already accepted by the system. Usually this is because you fixed an employee or vehicle problem and are trying to resend the report. These errors are the second level errors of your report and are provided for information only, you can NOT fix them and resend. You can fix your tables in configuration so that the error will go away for future reports, but you can NOT fix the problem on current reports. The system will not allow you to retransmit a report that has already been accepted by the system. Errors of these types generate a complaint against your service that is worked by your inspector/investigator many of these complaints are seen as errors because the MEMSIS client tables were not configured properly when you input employees and vehicles. The data section of EMS will fix these problems in concert with your inspector/investigator. If they are truly non certified personnel or invalid vehicles the inspector/investigator will contact you for a hearing date to explain the error. Remember you must use current certified personnel in your operation.